

EXHIBIT "C"



Haley Williams <konse005@umn.edu>

Regarding Your Samsung Ticket # 4164667888

7 messages

Kelly Munoz <kellym@totalts.com>

Thu, Apr 7, 2022 at 1:52 PM

To: konse005@umn.edu

Cc: dbang@totalts.com, cristinaurbina@totalts.com, jperez@totalts.com, lizzy@totalts.com

Good Afternoon Haley,

As requested, please see below for details as to what was done to your device:

- Technician disconnected and reconnected MTS cable.
 - Wi-Fi works properly after reseating cable
 - Password was requested to proceed with testing phase
- Password was received from client and testing was completed.
 - The laptop was tested and all of the hardware passed: including RAM and SSD
 - The laptop powers on and the battery is charged
 - Updated drivers via Samsung Update
 - OS completed testing and no unusual activity detected
- Conclusion: No defects found; unit will be shipped back to client

Sincerely,

Kelly Muñoz



Total Tech Solutions, Inc.

49 Commerce Rd

Carlstadt, NJ 07072

201-672-9501 (Option 7)

Haley Konsela <konse005@umn.edu>

Thu, Apr 7, 2022 at 2:05 PM

To: Kelly Munoz <kellym@totalts.com>

Cc: dbang@totalts.com, cristinaurbina@totalts.com, jperez@totalts.com, lizzy@totalts.com

Hi Kelly,

Thank you very much for this extra information regarding what was done to my laptop. I appreciate you all taking the time to look at this quickly and hopefully this issue doesn't come back. Have a great day!

[Quoted text hidden]

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Haley Konsela

Juris Doctor Candidate

Mitchell Hamline School of Law 2024

Sociology of Law, Criminology and Deviance & Psychology

University of Minnesota Class of 2015

Phone: 608-386-7860

Kelly Munoz <kellym@totalts.com>
To: Haley Konsela <konse005@umn.edu>

Thu, Apr 7, 2022 at 3:15 PM

Hello Haley,

Happy to help! Enjoy the rest of your week! ☺

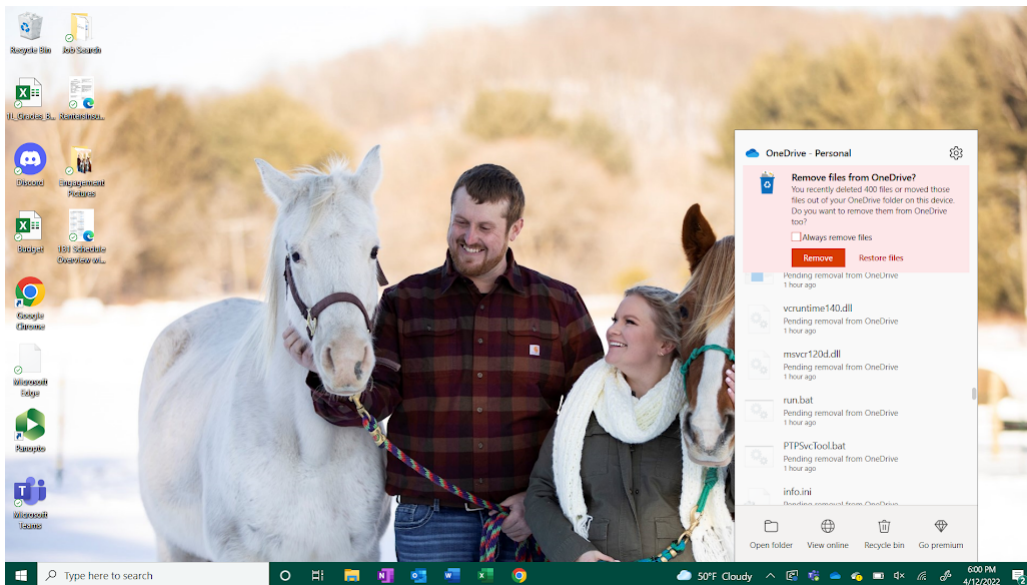
[Quoted text hidden]

Haley Konsela <konse005@umn.edu>
To: Kelly Munoz <kellym@totalts.com>

Tue, Apr 12, 2022 at 6:02 PM

Hi Kelly,

I got my laptop back today and it is now connecting to the internet, however I received this message on my personal one drive now:



It says there's 400 files pending deletion from my one drive that look like testing/tech repair stuff. Am I good to just hit "remove" or will this mess up my device? Thank you!

[Quoted text hidden]

Kelly Munoz <kellym@totalts.com>
To: Haley Konsela <konse005@umn.edu>

Wed, Apr 13, 2022 at 8:32 AM

Good Morning Haley,

Yes, please go ahead and delete those files as they were only needed to run the testing program on your device.

[Quoted text hidden]

Haley Konsela <konse005@umn.edu>
To: Kelly Munoz <kellym@totalts.com>

Wed, Apr 13, 2022 at 8:45 AM

Got it, thank you!

[Quoted text hidden]

Haley Williams <konse005@umn.edu>
To: yael.nathanson@mitchellhamline.edu

Thu, Oct 6, 2022 at 3:51 PM

Samsung told me in writing that there was nothing wrong with the device, however when I called their tech team they said they had to take the computer apart and re-seat a cable that dislodged. I had them send it to me in writing.

[Quoted text hidden]

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Haley Williams

Juris Doctor Candidate
Mitchell Hamline School of Law 2025

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